ODA: Disaster Credit Management Modernization (DCMM)

Exhibit 300: Part I: Summary Information and Justification (All Capital Assets)

I.A. Overview

1. Date of Submission:	9/7/2006
2. Agency:	Small Business Administration
3. Bureau:	Disaster Assistance
4. Name of this Capital Asset:	ODA: Disaster Credit Management Modernization (DCMM)
5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.)	028-00-01-05-01-5001-00
6. What kind of investment will this be in FY2008? (Please NOTE: Investments moving to O&M ONLY in FY2008, with Planning/Acquisition activities prior to FY2008 should not select O&M. These investments should indicate their current status.)	Mixed Life Cycle
7. What was the first budget year this investment was submitted to OMB?	FY2001 or earlier

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

DCMM is the Office of Disaster Assistance (ODA) initiative to modernize and strengthen the data and information technology available to support and sustain its objectives of providing an expedited response to disasters; improving the quality and timeliness of disaster loan processing; managing with high quality information; and reducing the cost of personnel, training, overtime, and travel. Disaster Credit Management System (DCMS) is an integrated IT system implemented to satisfy the DCMM initiative. It is a system to process, service and track disaster loan applications and facilitate disbursements. DCMS is primarily in a steady state. The agency approved the DCMM project in 1998, beginning with a process evaluation and re-engineering effort. DCMS began in FY00 with an alternative analysis and awarding a contract for development and integration. DCMS was put into production in Nov 2004. Prior to DCMS implementation, the disaster loan making process was labor intensive and paper driven. The only automation was a file tracking system, created in 1990, and user developed spreadsheets. DCMS directly supports SBA Strategic Goal 3 to restore homes and businesses affected by disaster. DCMS supports and reduces application processing, approval and funding times. In June 2006, GAO Audit recommendations and SBA Administration mandated that ODA provide disaster victims a process to apply for disaster loan assistance online. This portion of DCMS is DME. The Agency BTIC approved this DME effort in mid-July 2006. The project planning, requirements analysis and alternative analysis processes were begun immediately after approval and are on-going. This will allow us to improve customer service, achieve outcome goals, reduce costs to taxpayers and allow for more automation of processes and workflow.

9. Did the Agency's Executive/Investment Committee approve this request?	Yes

a. If "yes," what was the date of this approval?	7/18/2006
10. Did the Project Manager review this Exhibit?	Yes
11. Contact information of Project Manager?	
Name	
Phone Number	
Email	
12. Has the agency developed and/or promoted cost effective, energy efficient and environmentally sustainable techniques or practices for this project.	Yes
a. Will this investment include electronic assets (including computers)?	Yes
b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)	No
1. If "yes," is an ESPC or UESC being used to help fund this investment?	No
2. If "yes," will this investment meet sustainable design principles?	No
3. If "yes," is it designed to be 30% more energy efficient than relevant code?	
13. Does this investment support one of the PMA initiatives?	No
If "yes," check all that apply:	
13a. Briefly describe how this asset directly supports the identified initiative(s)?	
14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.)	Yes
a. If "yes," does this investment address a weakness found during the PART review?	Yes

b. If "yes," what is the name of the PART program assessed by OMB's Program Assessment Rating Tool?	Disaster Loan Program
c. If "yes," what PART rating did it receive?	Effective
15. Is this investment for information technology?	Yes
If the answer to Question: "Is this investment for information technology?" was "Yes," complete this sub-section. If the answer is "No," do not answer this sub-section.	
For information technology investments only:	
16. What is the level of the IT Project? (per CIO Council PM Guidance)	Level 3
17. What project management qualifications does the Project Manager have? (per CIO Council PM Guidance):	(1) Project manager has been validated as qualified for this investment
18. Is this investment identified as "high risk" on the Q4 - FY 2006 agency high risk report (per OMB's "high risk" memo)?	Yes
19. Is this a financial management system?	No
a. If "yes," does this investment address a FFMIA compliance area?	No
1. If "yes," which compliance area:	
2. If "no," what does it address?	
b. If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52	
20. What is the percentage breakout for the total FY2008 funding request for the following? (This should total 100%)	
Hardware	0
Software	0
Services	0
Other	0
21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?	No

22. Contact information of individual responsible for privacy related questions:

Name

Phone Number

Title	
E-mail	
23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?	Yes

I.B. Summary of Funding

Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be excluded from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The total estimated annual cost of the investment is the sum of costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

Table 1: SUMMARY OF SPENDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY - 1 and Earlier	PY 2006	CY 2007	BY 2008	BY + 1 2009	BY + 2 2010	BY + 3 2011	BY + 4 and Beyond	Total
Planning									
Budgetary Resources	0.8	0.122	0.2	0					
Acquisition									
Budgetary Resources	13.244	7.086	2.155	0					
Subtotal Planning & Acquisition									
Budgetary Resources	14.044	7.208	2.355	0					
Operations & Maintenance									
Budgetary Resources	5.312	9.346	11.125	11.021					

TOTAL									
Budgetary Resources	19.356	16.554	13.48	11.021					
Government FTE Costs									
Budgetary Resources	2.35	1.736	2.164	2.2					
Number of FTE represented by Costs:	39	26	26	26					

Note: For the cross-agency investments, this table should include all funding (both managing partner and partner agencies). Government FTE Costs should not be included as part of the TOTAL represented.

2. Will this project require the agency to hire additional FTE's? No

a. If "yes," How many and in what year?

3. If the summary of spending has changed from the FY2007 President's budget request, briefly explain those changes:

In FY06, SBA Administration mandated a hardware upgrade as a result of our response to Hurricanes Katrina, Rita and Wilma. This mandate was to increase capacity from a 1,500 concurrent user system to one that can handle 8000 to 10,000 users. This required acquisition costs to increase for the new hardware and software. This new hardware required an increase to our hosting cost. Also, we were mandated by SBA Administration to obtain two short-term contracts. These contracts assisted with the upgrade project management, performance analysis and load testing of the hardware configuration and increased labor cost. The additional hosting costs and other contracts are included in the O&M costs. This also increased annual hardware, software, labor and hosting costs and is reflected in increases to future years. In FY06, ODAs response to the Hurricanes required a large number of new DCMS users to be hired. This resulted in increased Help Desk and training tasks and responsibilities. We responded by increasing the contractor staff and paying overtime hours to employees and contractors. The costs are included in the O&M and FTE costs, as appropriate. Additional mandates from SBA Administration and GAO recommendations require us to plan, design and implement an online disaster loan application. Much of the planning is taking place in CY06 by shifting resources within current budget baseline. Acquisition and deployment is planned for FY07 and is reflected in increased costs for that year. This effort will increase annual hardware, software, labor and hosting costs and is reflected in increases to future years.

I.C. Acquisition/Contract Strategy

1. Complete the table for all (including all non-Federal) contracts and/or task orders currently in place or planned for this investment. Total Value should include all option years for each contract. Contracts and/or task orders completed do not need to be included.

Contracts/Task Orders Table:

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain

why:

Contract SBAHQ-05-C-0002 awarded to IBM-AOD (formerly Corio) to host hardware and database for DCMS on a firm fixed price contract. Performance penalties based on reaching certain SLAs in regards to operation uptime. EVM not required by Contracting Officer when contract awarded.

3. Do the contracts ensure Section 508 compliance?	No
a. Explain why:	DCMS received 508 compliance waiver from Agency CIO during development. Current system is internal only. DME project will be 508 compliant.
4. Is there an acquisition plan which has been approved in accordance with agency requirements?	No
a. If "yes," what is the date?	
b. If "no," will an acquisition plan be developed?	Yes
1. If "no," briefly explain why:	

I.D. Performance Information

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Agencies must use Table 1 below for reporting performance goals and measures for all non-IT investments and for existing IT investments that were initiated prior to FY 2005. The table can be extended to include measures for years beyond FY 2006.

Performance Information Table 1:

Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
2002	Streamline Disaster Lending (Timely response: Field presence at disaster site within 3 days)	Maintain at least at 95.00%	100.00% Field presence at disaster site within 3 days	Maintain at least at 95.00%	100% (207 of 207 disasters)

2002	Streamline Disaster Lending (Disaster loan applications processed within 21 days)	Maintain 85.00%	94.00% of loans processed within 21 days	Maintain 85.00%	96.84% (47,398 of 48,945 loans)
2003	Streamline Disaster Lending (Timely response: Field presence at disaster site within 3 days)	Maintain at least at 95.00%	100% Field presence at disaster site within 3 days	Maintain at least at 95.00%	100% (165 of 165)
2003	Streamline Disaster Lending (Disaster loan applications processed within 21 days)	Maintain at least at 85.00%	96.84% of loans processed within 21 days	Maintain at least at 85.00%	98.94% (56,079 of 56,680)
2004	Streamline Disaster Lending (80% of EIDL recipients are operational 6 months after final EIDL disbursement by FY 2008)	A. Increase the percentage of businesses which are operational 6 months after final EIDL disbursement to 75% in FY 2004 B. Maintain 95% of initial EIDL disbursement within 5 days of receiving required loan closing documents. C. Improve the efficiency with which ODA processes EIDL loans to 85% of EIDLs are processed within 20 days in FY 2004	N/A - new performance goal	A. 75% of businesses operational 6 months after final disbursement B. 95% of initial disbursements made within 5 days C. Reduce number of days to process 85% of EIDLs by 1 day in FY 2004	95% (Businesses with economic injury restored within 6 months of final disbursement) 97.64% (538 of 551 Disbursements within 5 days) 95.09% (9598 of 10,094 EIDL processed within 20 days)
2004	Streamline Disaster Lending (70% of businesses receiving financial assistance to repair or replace disaster damaged property are restored within 6 months after final disbursement by FY 2008)	A. Increase the percentage of businesses which are restored within 6 months after final disbursement to 50% in FY 2004 B. Increase the efficiency with which ODA processes physical business loans to 85% of Physical Business Loans processed in 20 days in FY 2004 C. Maintain 95% of all initial physical business loan disbursement within 5 days of receipt of required loan closing documents	N/A - new performance goal	A. 50% of businesses restored within 6 months after final disbursement B. Reduce number of days to process 85% of business loans by 1 day C. 95% OF initial disbursements within 5 days	A. 74.0% of businesses restored within 6 months of final disbursement B. 95.42% (8,666 of 9,117 business loans processed within 20 days) c. 98.83% (1610 of 1629 business loans initially disbursed within 5 days)
2004	Streamline Disaster Lending (85% of homeowners have	A. Increase the percentage of homeowners restoring	N/A - new performance goal (96.6% of all loans	Percentage of home restored within 6 months; Percentage	77% (Homes restored within 6 months of final

	restored their damaged property within 6 months after final disbursement by FY 2008)	their homes within 6 months of final disbursement to 70% in FY 2004 B. Increase the percentage of renters restoring their damaged property within 6 months after final disbursement to 80% in FY 2004 C. Increase the efficiency with which ODA processes home loans to 85% of Home Loans processed in 18 days in FY 2004 D. Maintain 95% of all initial home loan disbursements within 5 days of receipt of required loan closing documents	processed within 21 days)	of renters restored within 6 months; at least 85% of home applications processed within 16 days; at least 95% of initial disbursement within 5 days	disbursement) 85% (Renters restored within 6 months of final disbursement) 96.6% (64,404 of 66,674 processed within 18 days) 98.9% (13,890 of 14,044 disbursed within 5 days)
2004	Streamline Disaster Lending (72% customer satisfaction rate of disaster loan applicants by FY 2008 - First year in strategic plan)	Increase the percentage of customer satisfaction of disaster loan applicants to 70.0% in FY 2004. 11% improvement.	59% American Customer Satisfaction Index (ACSI) (Initial baseline survey conducted in 2003 and not included in goals.)	70% ACSI	67.0% ACSI
2005	Streamline Disaster Lending (80% of EIDL recipients are operational 6 months after final EIDL disbursement by FY 2008)	Increase the percentage of businesses which are operational 6 months after final EIDL disbursement to 76% in FY 2005; Maintain 95% of initial EIDL disbursement within 5 days of receiving required loan closing documents; Improve the efficiency with which ODA processes EIDL loans to 85% of EIDLs are processed within 19 days in FY 2005	95.0% of businesses with economic injury restored within 6 months; 97.64% (538 of 551 Disbursements within 5 days); 95.09% (9598 of 10,094 EIDL processed within 20 days)	Percentage of businesses with economic injury restored within 6 months; at least 85% of EIDL applications processed within 19 days; at least 95% of initial disbursement within 5 days	92.7% of businesses restored within 6 months after final EIDL disbursement; 24% of EIDL loans processed within 19 days (5,954 of 24,241); 96.4% of initial EIDL disbursements completed within 5 days (999 of 1036)
2005	Streamline Disaster Lending (70% of businesses receiving financial assistance to repair or replace disaster damaged property are restored within 6 months after final disbursement by FY 2008)	A. Increase the percentage of businesses which are restored within 6 months after final disbursement to 55% in FY 2005 B. Increase the efficiency with which ODA processes physical	74.0% of businesses restored within 6 months of final disbursement 95.42% (8,666 of 9,117 business loans processed within 20 days) 98.83% (1610 of 1629	Percentage of businesses restored within 6 months; at least 85% of business applications processed within 19 days; at least 95% of initial disbursement within 5 days	72.3% of businesses restored within 6 months of final disbursement; 23% of business applications processed within 19 days (5059 of 21997); 96% of business loan initial

		business loans to 85% of Physical Business Loans processed in 19 days in FY 2005 C. Maintain 95% of all initial physical business loan disbursement within 5 days of receipt of required loan closing documents	business loans initially disbursed within 5 days)		disbursements within 5 days (4495 of 4658)
2005	Streamline Disaster Lending (85% of homeowners have restored their damaged property within 6 months after final disbursement by FY 2008)	A. Increase the percentage of homeowners restoring their homes within 6 months of final disbursement to 73% in FY 2005 B. Increase the percentage of renters restoring their damaged property within 6 months after final disbursement to 82% in FY 2005 C. Increase the efficiency with which ODA processes home loans to 85% of Home Loans processed in 16 days in FY 2005 D. Maintain 95% of all initial home loan disbursements within 5 days of receipt of required loan closing documents	77% (Homes restored within 6 months of final disbursement)85% (Renters restored within 6 months of final disbursement)96.6% (64,404 of 66,674 processed within 18 days)98.9% (13,890 of 14,044 disbursed within 5 days)	Percentage of home restored within 6 months; Percentage of renters restored within 6 months; at least 85% of home applications processed within 16 days; at least 95% of initial disbursement within 5 days	74.5% homeowners restored in 6 mos of final disbursement; 70.4% renters restored in 6 mos of final disbursement; 35% home applications processed in 16 days (48,464 of 138,468); 97% of initial disbursement made within 5 days (34,325 of 35,306)
2005	Streamline Disaster Lending (72% customer satisfaction rate of disaster loan applicants by FY 2008)	Increase the percentage of customer satisfaction of disaster loan applicants to 70.5% in FY 2005.	67.0% American Customer Satisfaction Index (ACSI)	70.5% ACSI	66.0% ACSI
2006	Streamline Disaster Lending (80% of EIDL recipients are operational 6 months after final EIDL disbursement by FY 2008)	Increase the percentage of businesses which are operational 6 months after final EIDL disbursement to 77% in FY 2006; Maintain 95% of initial EIDL disbursement within 5 days of receiving required loan closing documents; Improve the efficiency with which ODA processes EIDL loans to 85% of EIDLs are processed	92.7% of businesses restored within 6 months after final EIDL disbursement; 24% of EIDL loans processed within 19 days (5,954 of 24,241); 96.4% of initial EIDL disbursements completed within 5 days (999 of 1036)	Percentage of businesses with economic injury restored within 6 months; at least 85% of EIDL applications processed within 18 days; at least 95% of initial disbursement within 5 days	Restoration results based on survey not yet completed; 36.0% of EIDL apps processed within 18 days; 45.2% of initial disbursement made within 5 days

		within 18 days in FY 2006			
2006	Streamline Disaster Lending (70% of businesses receiving financial assistance to repair or replace disaster damaged property are restored within 6 months after final disbursement by FY 2008)	A. Increase the percentage of businesses which are restored within 6 months after final disbursement to 60% in FY 2006 B. Increase the efficiency with which ODA processes physical business loans to 85% of Physical Business Loans processed in 18 days in FY 2006 C. Maintain 95% of all initial physical business loan disbursement within 5 days of receipt of required loan closing documents	72.3% of businesses restored within 6 months of final disbursement; 23% of business applications processed within 19 days (5059 of 21997); 96% of business loan initial disbursements within 5 days (4495 of 4658)	Percentage of businesses restored within 6 months; at least 85% of business applications processed within 18 days; at least 95% of initial disbursement within 5 day	Restoration results based on survey not yet completed; 11.5% of business apps processed within 18 days; 45.2% of initial disbursement made within 5 days
2006	Streamline Disaster Lending (85% of homeowners have restored their damaged property within 6 months after final disbursement by FY 2008)	A. Increase the percentage of homeowners restoring their homes within 6 months of final disbursement to 77% in FY 2006 B. Increase the percentage of renters restoring their damaged property within 6 months after final disbursement to 84% in FY 2006 C. Increase the efficiency with which ODA processes home loans to 85% of Home Loans processed in 14 days in FY 2006 D. Maintain 95% of all initial home loan disbursements within 5 days of receipt of required loan closing documents	74.5% of homeowners restored within 6 mos of final disbursement; 70.4% of renters restored within 6 mos of final disbursement; 35% of home apps processed within 16 days (48,464 of 138,468 apps); 97% of initial disbursement made within 5 days	Percentage of home restored within 6 months; Percentage of renters restored within 6 months; at least 85% of home applications processed within 14 days; at least 95% of initial disbursement within 5 days	Restoration results based on survey not yet completed; 19.7% of home apps processed within 14 days; 50% of initial disbursement made within 5 days
2006	Streamline Disaster Lending (72% customer satisfaction rate of disaster loan applicants by FY 2008)	Increase the percentage of customer satisfaction of disaster loan applicants to 71.0% in FY 2006.	66.0% ACSI	71.0% ACSI	Results based on independent survey not yet completed
2007	Streamline Disaster Lending (80% of EIDL recipients are operational 6 months after	Increase the percentage of businesses which are operational 6 months after		Percentage of businesses with economic injury restored within 6 months; at	

	final EIDL disbursement by FY 2008)	final EIDL disbursement to 78% in FY 2007; Maintain 95% of initial EIDL disbursement within 5 days of receiving required loan closing documents; Improve the efficiency with which ODA processes EIDL loans to 85% of EIDLs are processed within 17 days in FY 2007		least 85% of EIDL applications processed within 17 days; at least 95% of initial disbursement within 5 days	
2007	Streamline Disaster Lending (70% of businesses receiving financial assistance to repair or replace disaster damaged property are restored within 6 months after final disbursement by FY 2008)	A. Increase the percentage of businesses which are restored within 6 months after final disbursement to 65% in FY 2007 B. Increase the efficiency with which ODA processes physical business loans to 85% of Physical Business Loans processed in 17 days in FY 2007 C. Maintain 95% of all initial physical business loan disbursement within 5 days of receipt of required loan closing documents		Percentage of businesses restored within 6 months; at least 85% of business applications processed within 17 days; at least 95% of initial disbursement within 5 day	
2007	Streamline Disaster Lending (85% of homeowners have restored their damaged property within 6 months after final disbursement by FY 2008)	A. Increase the percentage of homeowners restoring their homes within 6 months of final disbursement to 81% in FY 2007 B. Increase the percentage of renters restoring their damaged property within 6 months after final disbursement to 86% in FY 2007 C. Increase the efficiency with which ODA processes home loans to 85% of Home Loans processed in 12 days in FY 2007 D. Maintain 95% of all initial home loan disbursements within 5 days of receipt of required loan		Percentage of home restored within 6 months; Percentage of renters restored within 6 months; at least 85% of home applications processed within 12 days; at least 95% of initial disbursement within 5 days	

		closing documents			
2007	Streamline Disaster Lending (72% customer satisfaction rate of disaster loan applicants by FY 2008)	Increase the percentage of customer satisfaction of disaster loan applicants to 71.5% in FY 2007.		71.5% ACSI	
2008	Streamline Disaster Lending (80% of EIDL recipients are operational 6 months after final EIDL disbursement by FY 2008)	Increase the percentage of businesses which are operational 6 months after final EIDL disbursement to 80% in FY 2008; Maintain 95% of initial EIDL disbursement within 5 days of receiving required loan closing documents; Improve the efficiency with which ODA processes EIDL loans to 85% of EIDLs are processed within 16 days in FY 2008		Percentage of businesses with economic injury restored within 6 months; at least 85% of EIDL applications processed within 16 days; at least 95% of initial disbursement within 5 days	
2008	Streamline Disaster Lending (70% of businesses receiving financial assistance to repair or replace disaster damaged property are restored within 6 months after final disbursement by FY 2008)	A. Increase the percentage of businesses which are restored within 6 months after final disbursement to 70% in FY 2008 B. Increase the efficiency with which ODA processes physical business loans to 85% of Physical Business Loans processed in 16 days in FY 2008 C. Maintain 95% of all initial physical business loan disbursement within 5 days of receipt of required loan closing documents		Percentage of businesses restored within 6 months; at least 85% of business applications processed within 16 days; at least 95% of initial disbursement within 5 day	
2008	Streamline Disaster Lending (85% of homeowners have restored their damaged property within 6 months after final disbursement by FY 2008)	A. Increase the percentage of homeowners restoring their homes within 6 months of final disbursement to 85% in FY 2008 B. Increase the percentage of renters restoring their damaged property within 6 months after final disbursement to		Percentage of home restored within 6 months; Percentage of renters restored within 6 months; at least 85% of home applications processed within 10 days; at least 95% of initial disbursement within 5 days	

		90% in FY 2008 C. Increase the efficiency with which ODA processes home loans to 85% of Home Loans processed in 10 days in FY 2008 D. Maintain 95% of all initial home loan disbursements within 5 days of receipt of required loan closing documents			
2008	Streamline Disaster Lending (72% customer satisfaction rate of disaster loan applicants by FY 2008)	Increase the percentage of customer satisfaction of disaster loan applicants to 72.0% in FY 2008.		72.0% ACSI	

All new IT investments initiated for FY 2005 and beyond must use Table 2 and are required to use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Please use Table 2 and the PRM to identify the performance information pertaining to this major IT investment. Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for at least four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov.

Performance Information Table 2:

Fiscal Year	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results

I.E. Security and Privacy

In order to successfully address this area of the business case, each question below must be answered at the system/application level, not at a program or agency level. Systems supporting this investment on the planning and operational systems security tables should match the systems on the privacy table below. Systems on the Operational Security Table must be included on your agency FISMA system inventory and should be easily referenced in the inventory (i.e., should use the same name or identifier).

All systems supporting and/or part of this investment should be included in the tables below, inclusive of both agency owned systems and contractor systems. For IT investments under development, security and privacy planning must proceed in parallel with the development of the system/s to ensure IT security and privacy requirements and costs are identified and

incorporated into the overall lifecycle of the system/s.	
Please respond to the questions below and verify the system owner took the following actions:	
1. Have the IT security costs for the system(s) been identified and integrated into the overall costs of the investment:	Yes
a. If "yes," provide the "Percentage IT Security" for the budget year:	0
2. Is identifying and assessing security and privacy risks a part of the overall risk management effort for each system supporting or part of this investment.	Yes

3. Systems in Planning - Security Table:

Name of System	Agency/ or Contractor Operated System?	Planned Operational Date	Planned or Actual C&A Completion Date
Online Application Submission	Contractor and Government	12/15/2006	12/10/2006

4. Operational Systems - Security Table:

Name of System	Agency/ or Contractor Operated System?	NIST FIPS 199 Risk Impact level	Has C&A been Completed, using NIST 800-37?	Date C&A Complete	What standards were used for the Security Controls tests?	Date Complete(d): Security Control Testing	Date the contingency plan tested
DCMS	Contractor and Government	High	Yes	9/15/2006	NIST 800-26	7/31/2006	3/6/2006

5. Have any weaknesses, not yet remediated, related to any of the systems part of or supporting this investment been identified by the agency or IG?	Yes
a. If "yes," have those weaknesses been incorporated agency's plan of action and milestone process?	Yes
6. Indicate whether an increase in IT security funding is requested to remediate IT security weaknesses?	No
a. If "yes," specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness.	

7. How are contractor security procedures monitored, verified, validated by the agency for the contractor systems above?

All users of the system and their transactions are monitored daily through manual review of audit logs. We make no distinction in this regard to ODA employees or contractors. Users access the system through defined roles that restrict them to the level of data required to complete their job. The project has two security experts on staff. One is an ODA employee and the other is a contractor. The contractor is a PMP and has a CISSP certification. We are constructing a detailed Continuous Monitoring Plan that will support and conform to the intent of control SA-9 of NIST SP 800-53. It will include requirements that contractors provide evidence, on demand, of 70 security controls required by the publication and identified as applicable to contractors. An enhancement to control SA-3 will be

made to contractually obligate service providers to adhere to the provisions of NIST 800-53 and our Continuous Monitoring Plan. We are doing this in anticipation of a new C&A scheduled for the first quarter of FY07.

8. Planning & Operational Systems - Privacy Table:

Name of System	Is this a new system?	Is there a Privacy Impact Assessment (PIA) that covers this system?	Is the PIA available to the public?	Is a System of Records Notice (SORN) required for this system?	Was a new or amended SORN published in FY 06?
DCMS	No	Yes.	Yes.	Yes	No, because the existing Privacy Act system of records was not substantially revised in FY 06.
Online Application Submission	Yes	No.	No, because the PIA has not been prepared.	No	No, because the system is not a Privacy Act system of records.

I.F. Enterprise Architecture (EA)

In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture?	Yes
a. If "no," please explain why?	
2. Is this investment included in the agency's EA Transition Strategy?	Yes
a. If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.	Disaster Credit Management Modernization (DCMM) Disaster Credit Management System (DCMS)

Exhibit 4-7, Exhibit 4-19 In the SBA EA Migration and Sequencing Plan 1.02 Initiative #4: PRM - Expand private and public sector partnerships

b. If "no," please explain why?

3. Service Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.whitehouse.gov/omb/egov/.

Agency Component Name	Agency Component Description	Service Domain	FEA SRM Service Type	FEA SRM Component	FEA Service Component Reused Name	FEA Service Component Reused UPI	Internal or External Reuse?	BY Funding Percentage
Data Exchange	Support the interchange of information between multiple systems or applications; includes verification that transmitted data was received unaltered	Back Office Services	Data Management	Data Exchange			No Reuse	15
Data Warehouse	Support the archiving and storage of large volumes of data	Back Office Services	Data Management	Data Warehouse			No Reuse	15
Data Integration	Support the organization of data from separate data sources into a single source using middleware or application integration as well as the modification of system data models to capture new information within a single system	Back Office Services	Development and Integration	Data Integration			No Reuse	1
Enterprise	Support the redesigning of	Back Office	Development	Enterprise			No Reuse	20

Application Integration	disparate information systems into one system that uses a common set of data structures and rules	Services	and Integration	Application Integration				
Instrumentation and Testing	Support the validation of application or system capabilities and requirements	Back Office Services	Development and Integration	Instrumentation and Testing			No Reuse	4
Software Development	Support the creation of both graphical and process application or system software	Back Office Services	Development and Integration	Software Development			No Reuse	15
Change management	Control the process for updates or modifications to the existing documents, software or business processes of an organization	Business Management Services	Management of Processes	Change Management			No Reuse	2
Configuration Management	Control the hardware and software environment, as well as documents of an organization	Business Management Services	Management of Processes	Configuration Management			No Reuse	1
Document Imaging and OCR	Supports the scanning of documents	Digital Asset Services	Document Management	Document Imaging and OCR			No Reuse	3
Information Retrieval	Allow access to data and information for use by an organization and its stakeholders	Digital Asset Services	Knowledge Management	Information Retrieval			No Reuse	6
email	Support the transmission of memos and messages over a network	Support Services	Collaboration	Email			No Reuse	1
Computer / Telephony Integration	Support the connectivity between server hardware, software and telecommunications equipment into a single logical system	Support Services	Communication	Computer / Telephony Integration			No Reuse	1
Access Control	Support the management of permissions for logging onto a computer, application, service, or network; includes user management and role/privilege management	Support Services	Security Management	Access Control			No Reuse	3
Cryptography	Support the use and management of ciphers, including encryption and decryption processes, to ensure confidentially and integrity of data	Support Services	Security Management	Cryptography			No Reuse	2

Identification and Authentication	Support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users	Support Services	Security Management	Identification and Authentication			No Reuse	1
Remote Systems Control	Support the monitoring, administration and usage of applications and enterprise systems from locations outside of the immediate system environment	Support Services	Systems Management	Remote Systems Control			No Reuse	10

Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.

A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.

4. Technical Reference Model (TRM) Table:

To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (i.e. vendor or product name)
Software Development	Component Framework	Business Logic	Platform Dependent	VB Scripts
Software Development	Component Framework	Business Logic	Platform Independent	Java Servlets
Data Exchange	Component Framework	Data Interchange	Data Exchange	SOAP
Data Exchange	Component Framework	Data Interchange	Data Exchange	XMI
Data Exchange	Component Framework	Data Management	Database Connectivity	Java Database Connectivity (JDBC)

Data Exchange	Component Framework	Data Management	Database Connectivity	Object Linking and Embedding (OLE)
Data Exchange	Component Framework	Data Management	Database Connectivity	Open Database Connectivity (ODBC)
Software Development	Component Framework	Data Management	Reporting and Analysis	Crystal Reports 10
Software Development	Component Framework	Presentation / Interface	Dynamic Server-Side Display	JSP
Software Development	Component Framework	Presentation / Interface	Static Display	HTML
Access Control	Component Framework	Security	Certificates / Digital Signatures	FIPS 186
Cryptography	Component Framework	Security	Certificates / Digital Signatures	Secure Sockets Layer (Verisign Certificates)
Cryptography	Component Framework	Security	Supporting Security Services	Secure Shell
Cryptography	Component Framework	Security	Supporting Security Services	winMagic
Information Retrieval	Service Access and Delivery	Access Channels	Collaboration / Communications	Hylafax
Email	Service Access and Delivery	Access Channels	Collaboration / Communications	Microsoft Outlook
Data Exchange	Service Access and Delivery	Access Channels	Other Electronic Channels	System to System
Computer / Telephony Integration	Service Access and Delivery	Access Channels	Other Electronic Channels	URL
Data Exchange	Service Access and Delivery	Access Channels	Other Electronic Channels	Web Service
Computer / Telephony Integration	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Data Exchange	Service Access and Delivery	Delivery Channels	Intranet	Internet Standards (TCP/IP)
Access Control	Service Access and Delivery	Delivery Channels	Virtual Private Network (VPN)	ATT VPN Client
Access Control	Service Access and Delivery	Delivery Channels	Virtual Private Network (VPN)	Juniper NetScreen VPN/Firewall
Remote Systems Control	Service Access and Delivery	Service Requirements	Hosting	IBM - AOD
Identification and Authentication	Service Access and Delivery	Service Requirements	Legislative / Compliance	Security (SOPs, Rules of Behavior, SSP, NIST guidelines)
Data Exchange	Service Access and Delivery	Service Transport	Service Transport	File Transfer Protocol (FTP)
Data Exchange	Service Access and Delivery	Service Transport	Service Transport	Hyper Text Transfer Protocol (HTTP)

Data Exchange	Service Access and Delivery	Service Transport	Service Transport	Hyper Text Transfer Protocol Secure (HTTPS)
Data Exchange	Service Access and Delivery	Service Transport	Service Transport	Internet Protocol (IP)
Cryptography	Service Access and Delivery	Service Transport	Service Transport	IP Security (IPSEC)
Data Exchange	Service Access and Delivery	Service Transport	Service Transport	Transport Control Protocol (TCP)
Data Exchange	Service Access and Delivery	Service Transport	Supporting Network Services	Border Gateway Protocol (BGP)
Data Exchange	Service Access and Delivery	Service Transport	Supporting Network Services	Domain Name System (DNS)
Email	Service Access and Delivery	Service Transport	Supporting Network Services	Internet Message Access Protocol / Post Office Protocol (IMAP / POP3)
Email	Service Access and Delivery	Service Transport	Supporting Network Services	Simple Mail Transfer Protocol (SMTP)
Software Development	Service Interface and Integration	Integration	Middleware	PL/SQL
Data Integration	Service Interface and Integration	Integration	Middleware	RPC
Enterprise Application Integration	Service Interface and Integration	Integration	Middleware	webMethods 6.5
Data Integration	Service Interface and Integration	Interface	Service Description / Interface	Web Services Description Language (WSDL)
Enterprise Application Integration	Service Interface and Integration	Interface	Service Description / Interface	WebTS (API)
Data Integration	Service Interface and Integration	Interoperability	Data Format / Classification	extensible Markup Language (XML)
Data Warehouse	Service Platform and Infrastructure	Database / Storage	Database	Oracle 9i
Data Warehouse	Service Platform and Infrastructure	Database / Storage	Database	Oracle Lite
Data Warehouse	Service Platform and Infrastructure	Database / Storage	Storage	SAN - EMC
Data Warehouse	Service Platform and Infrastructure	Database / Storage	Storage	SAN - IBM Shark
Information Retrieval	Service Platform and Infrastructure	Delivery Servers	Application Servers	Kofax 6 (ACIS)

Information Retrieval	Service Platform and Infrastructure	Delivery Servers	Application Servers	Oracle Application Server
Information Retrieval	Service Platform and Infrastructure	Delivery Servers	Web Servers	Apache
Information Retrieval	Service Platform and Infrastructure	Delivery Servers	Web Servers	Internet Information Server (on Scan Servers)
Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	Ethernet
Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	VLAN
Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Cisco Routers
Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Cisco Switches
Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	DSL
Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Gateway
Access Control	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Juniper NetScreen Firewall
Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Network Interface Cards (NIC)
Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	T1/T3
Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Transceivers
Document Imaging and OCR	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	Scanners (Canon, Kodak)
Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN (440, 890, 6900)
Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Windows 2000 Servers
Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)	Frame Relay
Software Development	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment	Oracle Forms
Software Development	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment	Visual Basic 6

Enterprise Application Integration	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment	webMethods 6.5
Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	CVS
Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	PVCS
Change Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	Tracker (Serena)
Instrumentation and Testing	Service Platform and Infrastructure	Software Engineering	Test Management	Mercury LoadRunner
Instrumentation and Testing	Service Platform and Infrastructure	Software Engineering	Test Management	Mercury WinRunner
Instrumentation and Testing	Service Platform and Infrastructure	Software Engineering	Test Management	Quick Test Pro
Data Exchange	Service Platform and Infrastructure	Support Platforms	Platform Dependent	Solaris 8.0
Data Exchange	Service Platform and Infrastructure	Support Platforms	Platform Dependent	Windows 2000
Software Development	Service Platform and Infrastructure	Support Platforms	Platform Independent	Java TM2 1.4.2

Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications

In the Service Specification field, Agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

5. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?	No
a. If "yes," please describe.	
6. Does this investment provide the public with access to a government automated information system?	No
a. If "yes," does customer access require specific software (e.g., a specific web browser version)?	
1. If "yes," provide the specific product name(s) and	

version number(s) of the required software and the date when the public will be able to access this investment by any software (i.e. to ensure equitable and timely access of government information and services).

Exhibit 300: Part II: Planning, Acquisition and Performance Information

II.A. Alternatives Analysis

Part II should be completed only for investments identified as "Planning" or "Full Acquisition," or "Mixed Life-Cycle" investments in response to Question 6 in Part I, Section A above.

In selecting the best capital asset, you should identify and consider at least three viable alternatives, in addition to the current baseline, i.e., the status quo. Use OMB Circular A- 94 for all investments, and the Clinger Cohen Act of 1996 for IT investments, to determine the criteria you should use in your Benefit/Cost Analysis.

1. Did you conduct an alternatives analysis for this project?	No
a. If "yes," provide the date the analysis was completed?	
b. If "no," what is the anticipated date this analysis will be completed?	10/27/2006
c. If no analysis is planned, please briefly explain why:	

2. Alternative Analysis Results:

Use the results of your alternatives analysis to complete the following table:

Alternative Analyzed	Description of Alternative	Risk Adjusted Lifecycle Costs estimate	Risk Adjusted Lifecycle Benefits estimate
1 - Status Quo	Continue to use paper application process for all disaster loan applicants. This alternative is rejected because this functionality is mandated by SBA Administration and will not comply with GAO Audit recommendation.	0	0
TBD	TBD	0	0

3. Which alternative was selected by the Agency's Executive / Investment Committee and why was it chosen?

Alternative analysis not complete at the time of submission. A very high level Alternative Analysis was presented to the CCB and SBA Management in May 2006. This analysis did not include cost, implementation time or scope considerations. SBA Management chose the online application alternative because of the expected customer benefits and other considerations. A more detailed analysis of the different implementation options of the DME project is being completed at this time. We expect the alternatives to include equipment lease vs. purchase analysis; an analysis of different languages and platforms to use for development and continuing maintenance and; outsourcing vs. custom development analysis. We expect the initial analysis to be completed by the end of Oct 06. However, we expect additional analysis to be required throughout the complete planning phase. As such, these different analyses may not be performed at once considering that some may be dependent on other decisions and additional planning.

4. What specific qualitative benefits will be realized?

This system will comply with GAO Audit recommendation to allow disaster victims from applying for assistance online. We expect to increase customer satisfaction. The most recent ANSI surveys indicated the area that could be improved to increase the victim's satisfaction is the application process. Allowing victims to apply online is an improvement that has been suggested.

II.B. Risk Management

You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

1. Does the investment have a Risk Management Plan?	Yes
a. If "yes," what is the date of the plan?	8/9/2005
b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?	Yes

c. If "yes," describe any significant changes:

Overall Risk database is reviewed and updated monthly. Significant changes were made in Nov 05 to Jan 06 during planning and after BTIC approval of mandated hardware upgrade. Additional changes will be necessary during initial stage of Online Application planning and design. A Risk Management Plan was developed in 2002 and used during the development of DCMS. This was written with some simplified processes since a public facing web access was not part of the initial mandatory design requirements. However now that the DME project will allow public access to portions of the DCMS system, we have begun a full re-evaluation of the plan. A more detailed Risk Management Plan is being developed during the planning phase of the DME project and replaces all current operating plans.

2. If there currently is no plan, will a plan be developed?	
a. If "yes," what is the planned completion date?	
b. If "no," what is the strategy for managing the risks?	

3. Briefly describe how investment risks are reflected in the life cycle cost estimate and investment schedule:

For the current DME schedule, we have included time at the end of each phase to complete a QA review of the project and make decisions and adjustment. We are following the Agency System Development Methodology for the project. We have included a management reserve in the EVM to account to these adjustments. The DME Needs Statement included an initial range of costs for hardware and software. As planning, the Alternative Analysis and Benefit/Cost Analysis are completed we will refine these costs to reflect the conclusion of these processes. One of our internal constraints is to use current hardware and software platforms and expertise were possible. This should allow the current staff to operate, maintain and enhance as necessary the final product, without needing to add additional expertise.

II.C. Cost and Schedule Performance

1. Does the earned value management system meet the criteria in ANSI/EIA Standard-748?	Yes

2. Answer the following questions about current cumulative cost and schedule performance. The numbers reported below should reflect current actual information. (Per OMB requirements Cost/Schedule Performance information should include both Government and Contractor Costs):

a. What is the Planned Value (PV)?	
b. What is the Earned Value (EV)?	
c. What is the actual cost of work performed (AC)?	
d. What costs are included in the reported Cost/Schedule Performance information (Government Only/Contractor Only/Both)?	Contractor and Government
e. "As of" date:	7/31/2006
3. What is the calculated Schedule Performance Index (SPI = EV/PV)?	
4. What is the schedule variance (SV = EV-PV)?	
5. What is the calculated Cost Performance Index (CPI = EV/AC)?	
6. What is the cost variance (CV=EV-AC)?	
7. Is the CV% or SV% greater than +/- 10%? (CV% = CV/EV x 100; SV% = SV/PV x 100)	No

a. If "yes," was it the?	
b. If "yes," explain the variance:	
c. If "yes," what corrective actions are being taken?	
d. What is most current "Estimate at Completion"?	
8. Have any significant changes been made to the baseline during the past fiscal year?	Yes
8. If "yes," when was it approved by OMB?	Yes

Comparison of Initial Baseline and Current Approved Baseline

Milestone Number	Description of Milestone	Initial Baseline		Current Baseline				Current Baseline Variance		Percent Complete
		Planned Completion Date	Total Cost (Estimated)	Completion Date		Total Cost		Schedule (# days)	Cost	
				Planned	Actual	Planned	Actual			
1	DCMM Development - COTS Items (HW, SW, other)	08/31/2004	$5.954	08/31/2004	09/30/2004	$5.954	$6.243	-30	($0.289)	100.00%
2	DCMM Development - Contracted Labor	08/31/2004	$5.696	08/31/2004	09/30/2004	$5.696	$6.535	-30	($0.838)	100.00%
3	DCMM Transition	09/30/2005	$4.956	09/30/2005	09/30/2005	$4.956	$5.342	0	($0.386)	100.00%
4	DCMS Operations & Maintenance	09/30/2006	$5.579	09/30/2006	07/31/2006	$18.290	$16.039	61	$0.400	89.88%
4.1	Hardware Upgrade			06/12/2006	06/12/2006	$6.225	$6.405	0	($0.180)	100.00%
4.2	Upgrade Planning				03/10/2006	$0.140	$0.122		$0.018	100.00%
4.3	Upgrade Development & Testing			05/31/2006	06/07/2006	$0.846	$0.883	-7	($0.037)	100.00%
4.4	Operations & Maintenance	09/30/2006	$5.579	09/30/2006	07/31/2006	$11.079	$8.629	61	$0.600	83.30%
5	DCMM Operations & Maintenance	09/30/2007	$5.776	09/30/2007		$15.644				0.00%
5.1	Operations & Maintenance	09/30/2007	$5.776	09/30/2007		$10.775				0.00%
5.2	Online Application Planning			12/31/2006		$0.200				0.00%
5.3	Online Application Hardware, Software and Other Direct Costs			01/31/2007		$2.155				0.00%
5.4	Online Application Hosting Costs			09/30/2007		$1.914				0.00%

5.5	Online Application Development & Testing			03/31/2007		$0.600				0.00%
6	DCMM Operations & Maintenance	09/30/2008	$5.983	09/30/2008		$13.221				0.00%
7	DCMM Operations & Maintenance	09/30/2009	$0	09/30/2009		$0				0.00%
8	DCMM Operations & Maintenance	09/30/2010	$0	09/30/2010		$0				0.00%
Project Totals		**09/30/2010**	**$0**	**09/30/2010**	**07/31/2006**	**$0**	**$0**	**1522**	**($0)**	**0.00%**